

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2007

Date filed: February 28, 2008

Name of company covered by this certification: Nectar Services Corp.

Form 499 Filer ID: **826015**

Name of signatory: Richard Patton

Title of signatory: President

I, Richard Patton, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken any actions against data brokers in the past year nor have any pretexters attempted to access CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed _____

RICHARD PATTON
President
Nectar Services Corp.

CERTIFICATION OF CPNI FILING
FEBRUARY 28, 2008
EB Docket No. 06-36; EB-06-TC-060

Statement of CPNI Procedures and Compliance

Nectar Services Corp. (“Nectar”) does not use or permit access to CPNI to market any services outside of the “total services approach,” as specified in 47 CFR §64.2005, except in limited circumstances. For those customers whose CPNI is used for marketing purposes, Nectar provides notices explaining the customers’ CPNI rights in accordance with the Commission’s CPNI Rules, including their right to restrict the use and disclosure of and access to their CPNI. Nectar obtains approval from these customers to use CPNI for marketing purposes. These customers have the ability to change or rescind their consent regarding the company’s use of their CPNI at any time. Nectar maintains records of customer approval and the delivery of its CPNI notices for at least one year. Nectar maintains a record for at least one year of its own and affiliates’ sales and marketing campaigns that use customers’ CPNI.

Consistent with the Commission’s rules, Nectar uses, discloses, and permits access to CPNI without customer approval for the purposes of: (1) billing and collecting for services rendered; (2) protecting the rights and property of Nectar, other users, and other carriers from unlawful use; (3) providing inside wiring, installation, maintenance, and repair services; and (4) providing or marketing services that are within the same class of services to which the customer already subscribes.

In accordance with the CPNI rules, upon obtaining a customer’s oral authorization, customer service representatives of Nectar may access a customer’s CPNI during the course of an inbound or outbound telephone conversation, solely for the duration of that conversation. Each such Nectar representative must provide the disclosures required by 64.2008(c) of the CPNI rules including informing customers of their right to deny access to the CPNI before requesting this one-time consent.

Nectar has implemented procedures whereby it will not provide CPNI without proper customer authentication. In order to authenticate a customer’s identity prior to disclosing CPNI, Nectar uses a variety of methods consistent with the Commission’s rules. Nectar does not provide call detail records over the phone unless the customer qualifies for the “business customer exemption” or if the customer is without service. For those customers without service, Nectar will not provide access to call detail information unless the customer can be authenticated without relying on account information or readily available biographical information. Otherwise, call detail records are provided via e-mail or U.S. mail, to the postal or electronic address of record. Nectar has implemented procedures to inform customers of change of address, e-mail and other changes to account information in a manner that conforms with the relevant rules.

With respect to any online access that customers may have to CPNI, Nectar

employs password protection measures (and backup/reset processes) that do not rely upon readily available biographical information or account information. Where any changes are requested or created by a customer with respect to account information such as address of record or online password access, Nectar sends notification of such changes to the prior contact of record.

Nectar has implemented procedures to provide law enforcement with notice should a breach of CPNI occur. After notifying law enforcement and unless directed otherwise, Nectar will notify affected customers. Nectar will maintain a record of any CPNI-related breaches for a period of at least two years.

All Nectar employees who have access to CPNI receive training about CPNI compliance. Specifically, all new employees are provided with CPNI training at new-hire orientation. Moreover, a summary of Nectar's CPNI policies are included in its Employee Handbook, and all employees are required to acknowledge in writing that they have read and understand the information in the Employee Handbook. All Nectar employees are required to maintain the confidentiality of all information, including customer information that is obtained as a result of their employment by Nectar. Employees who do not abide by these policies or otherwise permit the unauthorized use or disclosure of CPNI will be subject to discipline, including possible termination.